

**Table 5**  
**Western Nebraska Veterans Home**  
**Summary of FAMILY Satisfaction Survey Responses**  
**2010**

Number of Survey Responses = 42

1. How are you related to this member? (N=42)	#	%	
Spouse	5	11.9%	
Sibling	0	0%	
Child	13	31.0%	
Parent	0	0%	
Guardian	1	2.4%	
Power of Attorney	6	14.3%	
Other	17	40.5%	

1a. For those who were related in some "other" manner, what was that relationship? (N=17)	#	%	
A child with power of attorney (POA)	6	35.3%	
A spouse with POA	3	17.6%	
A child who also is a guardian	2	11.8%	
Niece	1	5.9%	
An interested friend (companion)	1	5.9%	
A step-child / Guardian of health	1	5.9%	
A parent who also is a guardian	1	5.9%	
An uncle who also has POA	1	5.9%	
A parent who also has POA	1	5.9%	

	Less than 1 year	1 - 3 years	More than 3 years
2. How long has your member lived at this Veterans Home? (N=41)	5	17	19
Percent?	12.2%	41.5%	46.3%

	2+ times weekly	Weekly	Every 2 weeks	Monthly	Less than monthly	
3. How often do you visit your member at this Veterans home? <b>(N=39)</b>	8	8	4	6	13	
Percent?	20.5%	20.5%	10.3%	15.4%	33.3%	

"Quality of Services" How would you rate . . .	"Positive" ratings		"Negative" ratings		Don't Know	Not Applicable
	Excellent	Good	Fair	Poor		
4. The cleanliness of the facility? <b>(N=40)</b>	82.5%	17.5%	0%	0%	0%	0%
5. The cleanliness and maintenance of the grounds? <b>(N=40)</b>	75.0%	25.0%	0%	0%	0%	0%
6. The facility's method in addressing your concerns or complaints? <b>(N=40)</b>	50.0%	37.5%	5.0%	0%	2.5%	5.0%
7. The staff addressing members' needs first? <b>(N=39)</b>	51.3%	46.2%	2.6%	0%	0%	0%
8. The staff at knowing what your member's specialized need are? <b>(N=39)</b>	53.8%	41.0%	5.1%	0%	0%	0%
9. The quality of medical care provided to your member? <b>(N=38)</b>	63.2%	34.2%	2.6%	0%	0%	0%
10. Your confidence level in knowing your member is well-taken-care-of when you are not present? <b>(N=38)</b>	63.2%	31.6%	5.3%	0%	0%	0%
11. The number of staff present to meet your member's needs? <b>(N=38)</b>	52.6%	34.2%	5.3%	0%	7.9%	0%
12. Your confidence level that your member receives the help he/she needs to eat? <b>(N=38)</b>	60.5%	31.6%	2.6%	0%	2.6%	2.6%
13. Staff following up on your requests? <b>(N=39)</b>	59.0%	28.2%	5.1%	0%	0%	7.7%

"Communication" How would you rate staff at . . .	"Positive" ratings		"Negative" ratings		Don't Know	Not Applicable
	Excellent	Good	Fair	Poor		
14. Keeping you informed about your member's status within privacy limitations? (N=38)	57.9%	34.2%	0%	2.6%	5.3%	0%
15. Involving you in planning your member's care? (N=39)	53.8%	28.2%	7.7%	2.6%	0%	7.7%
16. Politeness and courteousness toward you? (N=39)	74.4%	25.6%	0%	0%	0%	0%
17. Keeping track of your member's personal belongings? (N=38)	52.6%	31.6%	10.5%	0%	2.6%	2.6%
18. Making you feel welcome? (N=38)	68.4%	31.6%	0%	0%	0%	0%
19. Appreciating your help? (N=39)	56.4%	30.8%	5.1%	0%	0%	7.7%
20. Maintaining communication with you? (N=38)	63.2%	23.7%	5.3%	5.3%	2.6%	0%

	YES		NO		UNSURE	
	#	%	#	%	#	%
21. Do you know who to talk to in order to get information about your member? (N=40)	34	85.0%	3	7.5%	3	7.5%
22. <u>Do you fear your member might suffer negative consequences because of something you say or do? (N=41)</u>	<u>1</u>	<u>2.4%</u>	<u>35</u>	<u>85.4%</u>	<u>5</u>	<u>12.2%</u>

<b>"Living Environment"</b>	<b>YES</b>		<b>NO</b>		<b>UNSURE</b>	
	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>
23. Does your member's room meet their individualized needs? <b>(N=38)</b>	36	94.7%	0	0%	2	5.3%
24. Does the facility layout meet your member's needs? <b>(N=38)</b>	38	<b>100%</b>	0	0%	0	0%
25. Are you encouraged to bring your member's personal things into the room as space allows? <b>(N=38)</b>	32	84.2%	1	2.6%	5	13.2%
26. Is there a comfortable, private place for you to visit with your member? <b>(N=39)</b>	37	94.9%	0	0%	2	5.1%
27. Do you feel the home offers sufficient activities for your family member to participate in? <b>(N=39)</b>	36	92.3%	1	2.6%	2	5.1%

<b>"Member Care"</b>	<b>"Positive" ratings</b>		<b>"Negative" ratings</b>		<b>Don't Know</b>	<b>Not Applicable</b>
	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>		
<b>How would you rate the facility with...</b>						
28. Addressing your member in an appropriate manner? <b>(N=38)</b>	73.7%	26.3%	0%	0%	0%	0%
29. Being patient with your member? <b>(N=38)</b>	65.8%	31.6%	2.6%	0%	0%	0%
30. Treating your member with respect? <b>(N=38)</b>	68.4%	31.6%	0%	0%	0%	0%
31. Encouraging your member in maintaining his/her independence? <b>(N=38)</b>	55.3%	36.8%	2.6%	0%	5.3%	0%
32. Offering appropriate activities to your member? <b>(N=37)</b>	54.1%	32.4%	8.1%	0%	5.4%	0%
33. Providing a proper amount of time for your member to eat meals, with assistance from staff if needed? <b>(N=37)</b>	64.9%	27.0%	2.7%	0%	2.7%	2.7%
34. Keeping your member clean and well groomed? <b>(N=37)</b>	51.4%	29.7%	10.8%	0%	0%	8.1%
35. Assisting your member to the toilet when needed? <b>(N=38)</b>	39.5%	34.2%	2.6%	0%	7.9%	15.8%
36. Keeping your member physically comfortable? <b>(N=38)</b>	50.0%	42.1%	2.6%	0%	2.6%	2.6%

"Overall"	"Positive" ratings		"Negative" ratings		Don't Know	Not Applicable
	Excellent	Good	Fair	Poor		
37. Please rate this facility in terms of how well it is taking care of your member. <b>(N=41)</b>	68.3%	31.7%	0%	0%	0%	0%
38. Please rate this facility in terms of how well its staff respect the dignity of your member. <b>(N=38)</b>	73.7%	26.3%	0%	0%	0%	0%
39. Please rate this facility in terms of how well it is providing tender-loving-care to your member. <b>(N=38)</b>	65.8%	31.6%	0%	0%	0%	2.6%
40. Please rate the quality of care and services that this facility is providing to your member. <b>(N=39)</b>	69.2%	28.2%	0%	0%	0%	2.6%

	Improved	Remained the same	Declined
41. In the last year, has the quality of care and services provided to your member . . ? <b>(N=36)</b>	5	31	0
Percent?	13.9%	86.1%	0%

	YES		NO		UNSURE	
	#	%	#	%	#	%
42. Would you recommend this Veterans Home to others? <b>(N=39)</b>	37	94.9%	0	0%	2	5.1%
43. Have you ever told other people that the quality care being provided at this Veterans Home is excellent? <b>(N=41)</b>	36	87.8%	3	7.3%	2	4.9%

	Always	MOST of the time	SOME of the time	Very Rarely	Never	
44. Do you feel that your member is happy living at this Veterans Home? <b>(N=41)</b>	10	27	4	0	0	
Percent?	24.4%	65.9%	9.8%	0%	0%	